

CITY OF BURBANK

LIABILITY CLAIMS COORDINATOR

DEFINITION

Under the direction of the Assistant Management Services Director/Risk Management and Safety, administers and supervises all necessary claims adjusting functions for the City's general liability claims procedures for damages and/or injury to the public, and performs related work as required.

ESSENTIAL FUNCTIONS

Receives, reviews, and investigates all liability claims made for personal injury and/or property damages against the City; advises, makes recommendations for, and negotiates the resolution of claims; approves and/or rejects claims in conformance with established procedures; pursues subrogation recovery efforts where appropriate; interprets, applies, and advises employees and the public on City policies and regulations; prepares comprehensive investigation reports with appropriate documentation for use by the City Attorney's office in litigation; appears in Small Claims Court in defense of the City; advises and makes recommendations on safety issues as they relate to claims or accidents; establishes monetary reserves on claims; monitors claim activities in data system; types a variety of legal documents including agreements, legal opinions, memoranda, and letters; executes releases and/or other legal documents; prepares periodic reports from source material; makes recommendations regarding assigned program areas; compiles data for the Assistant Management Services Director/Risk Management and Safety in developing and negotiating the purchase of all commercial insurance policies for the City; reviews contracts for necessary insurance requirements; issues Certificate of Insurance as required; corresponds with claimants, attorneys, witnesses, physicians and insurance companies; operates a computer terminal to enter, modify, or retrieve data; provides difficult and complex clerical support, as needed; drives on City business.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – liability and claims adjustment practices; subrogation procedures, including government tort law and governmental claim code requirements, damages, and evidence; legal principles and their application to liability claims; legal procedure and terminology; medical terminology; small claims and municipal courts; rules of evidence; general insurance principles and practices; modern office methods, procedures, and equipment; basic arithmetic, English usage, spelling, grammar, and punctuation; basic insurance and medical terminology.
- Ability to - learn property and liability insurance principles and practices as related to self-insured liability programs, liability claims, adjustments, governmental claim code requirements, damages and evidence, reserving methods and practices, and other applicable legal requirements and policies; work independently; effectively communicate with doctors, attorneys, and other professionals; organize and maintain accurate records and files; communicate effectively, both orally and writing; establish and maintain effective working relationships with supervisors, fellow employees, and the public.

Education/Training: Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance as determined by the City. Example combination includes, but is not limited to graduation from an accredited college or university with a Bachelor's degree in Business Administration, Business Law, Economics, or a closely related field and three years of responsible experience in liability claims examination and adjustment, preferable in a municipal agency.

License & Certificates: A valid California Class "C" driver's license or equivalent at time of appointment.

SUPPLEMENTAL INFORMATION

None.